**Documents from Hotel: Majestic Beach Hotel, Bulgaria**

**Claimant: Miss Marlies Roland**

**Booking Ref: 2666/261491**

**Dates: 16-30 June 2014**

* Customer Satisfaction Surveys (or CSQ’s) – **June 2014**
* H&S audits/audits with any follow up documentation/Defect letters
* Sickness logs( Basic Illness Reports) for time period specified – **June 2014**
* Customer Satisfaction Questionnaires for time period specified – **June 2014**
* Hotel operating Licence.
* Suppliers Certificates
* Occupancy Records for time period specified
* Hotel complaints/log book for time period specified – **June 2014**
* Staff sickness records for time period specified – **June 2014**
* Hotel sickness logs for time period specified – **June 2014**
* Dr/medical centre logs for time period specified – **June 2014**
* Details of any excursions booked - where, when, how was it booked, receipts for booking – **June 2014**
* Details of the HACCP procedures the Hotel follows/details of any independent company used
* Beginning of season checks
* Records of PH and chlorine levels
* Faecal incident procedures for pool evacuation and closure
* Cleaning rotas –**10 June-20 June 2014**
* Cleaning guidelines/outline of cleaning systems – **10 June-20 June 2014**
* Menus – **16 June-30 June 2014**
* Temperature checks regarding freezers, fridges, cold rooms, buffet food and cooked food – **June 2014**
* How often food/water samples are taken and by whom?
* Any stock rotation documents/storage records.
* Any food delivery records for time period specified
* Any HACCP documentation/checks by independent company
* Staff training records.
* Pest control documents
* Bar /food bills for customer
* POSI documentation

**Other relevant information**

* Details of Excursions
* Reception records for the Claimant re check in/check out times?
* Does the hotel use electronic room key cards? Can we could identify when the Claimant left her room?
* Do reception records show any other correspondence with the Claimant (e.g. courtesy calls etc) – if there is any record of a conversation of any kind between staff and Claimant where illness was not mentione)
* Do you have a record of when/where the Claimant ate during her stay? E.g. do they have to sign a sheet to gain access to the buffet/restaurants? (it is helpful if we can show they continued eating at the resort after they were ill and also if we can pinpoint where they ate before they were ill)
* Finally, does the hotel have a doctor on site? It would be helpful to get confirmation that he/she has no report from the guest.